

# Atlantic General Hospital Corporation

## MDCTO-0106

### Summary Information

*Maryland Primary Care Program, 2018 Application Cycle*

#### **CTO Overview**

<b>CTO Information</b>	
Application ID Number	MDCTO-0106
Status of the Proposed CTO	The proposed CTO is owned and operated by a healthcare organization and is currently in existence.
Organization Site Name	Atlantic General Hospital Corporation
DBA Name	Atlantic General Hospital Corporation
Website (if applicable)	
<b>Ownership &amp; Legal Structure</b>	
Owned by Health Care Organization	No
Name of Parent Organization	
Legal Structure	Non-profit community hospital
<b>Service Area</b>	
Counties Served	Somerset County; Wicomico County; Worcester County
<b>Partnerships</b>	
Formal Partnerships	Worcester County Health Department Kennedy Krieger Institute Sheppard/Pratt University of Maryland
Informal Partnerships	
<b>Services Offered</b>	
Tele-diagnosis	Currently in place
Tele-behavioral health	Currently in place
Tele-consultation	Currently in place
Remote Monitoring	Currently in place
Other	
<b>HIT</b>	
CRISP Connectivity	We currently educate and support practices on the use of services from the State-Designated Health Information Exchange (CRISP).; We assist practices in establishing electronic health information exchange with CRISP or a community-based health information exchange network.; We use CRISP to view data.; We send administrative encounter data to CRISP on a regular basis.
HIT Product Name	Allscripts Professional
HIT Vendor	Allscripts

## Care Team Members

<b>Category</b>	<b>Currently in place: How many?</b>	<b>Planned for future: How many?</b>
<b>Administrative Support</b>	2	N/A
<b>Behavioral Health Counselor</b>	N/A	N/A
<b>Billing/Accounting Support</b>	1	N/A
<b>Care Managers - RNs</b>	10	N/A
<b>Care Managers - Medical Assistants</b>	N/A	N/A
<b>Care Managers - PCMH Coordinators</b>	5	N/A
<b>Community Health Workers</b>	3	N/A
<b>Data Analysts</b>	1	N/A
<b>Health IT Support</b>	2	N/A
<b>Licensed Social Workers</b>	2	N/A
<b>Nutritionist</b>	4	N/A
<b>Pharmacists</b>	9	N/A
<b>Practice Transformation Consultants</b>	N/A	N/A
<b>Psychiatrist</b>	N/A	1
<b>Psychologist</b>	N/A	N/A
<b>Other</b>	N/A	N/A

## **Vision**

Atlantic General Hospital Corporation (AGH) has provided primary health care services for the Eastern Shore for 25 years and will continue to do so for decades to come. The Care Transformation Organization (CTO) sets the stage in moving toward providing better access to care, continued focus on quality, alternative new ways of delivering care and being good stewards to the resources entrusted to us. Our collective goal is to transform the way we deliver primary care as we provide comprehensive care and being patient centered in its delivery. Our organization will align its resources to ensure the Five Primary Care Functions of: 1) Access to Care; 2) Care Management; 3) Comprehensiveness and Coordination; 4) Patient and Caregiver Experience; and 5) Planned Care and Population Health. AGH understands in order to be a successful CTO, it will have qualified personnel, solid infrastructure, and responsive information systems that allow it to execute this new role in primary care. Besides quality of care, we want to impact the cost curve for smaller/independent practices through pharmacists, social services, community health workers, care coordinators, etc. Being in a position to function as a health partner allows these smaller practices to tap into services they cannot afford operating in an independent fashion. Our desire is to impact Medicare beneficiaries where we will be able to provide specialized and care management services and make a real difference in their chronic conditions. . AGH takes its role as a regional leader very seriously; independent practices rely on our expertise and presence on the Eastern Shore. Our multi-faceted team places in a unique position to be a CTO; 1) we understand the dynamics of the ever changing stages of healthcare and government programs; 2) we have an array of talented information systems/technology staff; 3) our clinical staff is very experienced with tenure in multiple key roles; 4) our management/leadership team encompasses a broad spectrum of healthcare experience/diversity; and 5) being well established in the local community provides stability and reliability for independent practices who would desire to partner with us.

## **Approach to Care Delivery Transformation**

As Atlantic General Hospital Corporation (AGH) begins the new Care Transformation Organization (CTO) program, it will be focused on care delivery transformation; we will work with our care delivery partners and hone in on being effective and efficient in how we approach the responsibilities associated with being a CTO. We will be undertaking several initiatives as we move forward with delivery transformation. Our goals are to implement an electronic web-based system to enhance the patient experience with post-discharge services based on quality outcomes; increase data analytics to identify areas of opportunity for improvement resulting in a better care management of those patients who are high utilizers and rising risk populations; and develop care coordination/transition of care management with an increased focus of care coordination for behavioral health high recidivism patients across the region. As strategies are being shared to further develop a regional care coordination system which enhances care transitions, targets high needs and rising needs patients. Collaborative Care Coordination efforts continue across the region with AGH being an integral part. Our team continually reviews programs/processes to improve patient outcomes. We have included data analysts to assist us in interpreting data and navigating our IT systems. All care coordinated patients have a 100% care alert generated for purposes of communication of crucial decision making information; by working with/through interdisciplinary teams and partnering with outside entities we believe we can foster care transformation and meet the intent of being a functional CTO. In the end, utilizing best practices, strengthening relationships, and effective collaboration will ensure excellent care delivery and transformation is not only taking place for AGH but for the private practices who will be partnering with us.